



State of California
Department of Food and Agriculture
Safe Animal Feed Education Program

Recall and Complaint Procedures

*Complaints will be reviewed to determine if there is a lack of adherence to the feed safety plan in place.**

Complaints

Objective:

The objective is to ensure that all complaints are recorded and investigated by designated personnel.

Person Responsible:

Plant Manager or Designated Employee

Procedure:

Any and all complaints will be documented on a *Complaint Form* and filed. Complaints will be investigated by the Plant Manager unless an employee is appointed. The investigation will include the review of all records associated with the production run of the feed in question.

Frequency:

Any time there is a complaint received.

Corrective Action:

Corrective actions will be documented every time a complaint is received. The corrective action will describe what the complaint is regarding and outline the actions taken to resolve it.

Related Documents:

Complaint Form and Follow-Up
Corrective Action

**AAFCO Feed Industry HACCP Auditor Manual*